



## ICIS Issue Tracker Presentation

Office of Compliance  
Office of Enforcement and Compliance Assurance  
U.S. Environmental Protection Agency  
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Washington, D.C. 20460

<http://www.epa.gov/compliance/data/systems/icis/guidance.html>



# ICIS Issue Tracker Presentation

May 12, 2010





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## What is ICIS Issue Tracker?

- ICIS Issue Tracker is a Lotus Notes, web based, database used to record and monitor technical issues that have been reported to the ICIS Customer Support Section.
  - Provides users with access to issues reported by other region/state offices
  - Provides a knowledge base for users to access to help resolve their issues
  - Allows active participation in the process to help resolve issues
  - Provides transparency to the users in the process of issue resolution





# Registration

- To begin using ICIS Issue Tracker, all users must be registered. Registration is different for EPA federal employees than for State users.
- Because ICIS Issue Tracker is a Lotus Notes database, all EPA federal employees already have a Username and Password. All that is needed is to contact the ICIS Customer Support Section ([icis@epa.gov](mailto:icis@epa.gov)) and let them know that access to ICIS Issue Tracker is wanted.
- State users must obtain a Username and Password prior to accessing the ICIS Issue Tracker. Steps for doing this are on the next slide.
- All users, EPA federal and State users, must initially contact the ICIS Customer Support Section ([icis@epa.gov](mailto:icis@epa.gov)) if access to ICIS Issue Tracker is desired.



# Steps Required for Registration

## All Users:

1. Contact the ICIS Customer Support Section ([icis@epa.gov](mailto:icis@epa.gov)) to ask for access. ICIS Customer Support will process the request and notify the user upon completion.

## EPA Federal Users:

1. Registration complete. User can access ICIS Issue tracker

## State Users:

1. Go to url <https://yosemite.epa.gov/oeca/oc/icistrackerreg.nsf>
2. Click on 'Extranet users only – request a new account' hyperlink
3. Fill out all of the required fields and click on the Submit Request button
4. Wait 30 minutes for servers to update
5. Once submitted, registration is completed



# Steps Required for Registration - cont'd

**U.S. Environ**

ICIS IssueTracker  
Registration Home

## User Registration Template

[Contact Us](#)Search: **GO**[EPA Home](#) > [Your Area Home](#) > [User Registration Template](#) > Home

This site has several protected areas that require you to enter a username and password to log in. In addition, your username must be o

- Extranet users will need to create a new account and be added to the access list.
- Existing EPA users already have a username and password, but need to be added to the access list.

### Choose what you want to do:

- [Extranet users only - request a new account](#) ←
- [EPA.GOV mail users - request access](#)
- [EPA.GOV mail users - get help setting your Internet password](#)
- [Login to update your existing account or manage users](#)

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[Your Area Home](#)

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[EPA Home](#) | [Privacy and Security Notice](#) | [Contact Us](#)

Last updated on 03/30/2010 01:57:44 PM

URL: <https://yosemite.epa.gov/oeca/oc/icistrackerreg.nsf/Home+page/NT0000093E?OpenDocument>



# Steps Required for Registration - cont'd

**U.S. Environmental Protection Agency**

ICIS IssueTracker  
Registration Home

## User Registration Template

[Contact Us](#)Search: **GO**[EPA Home](#) > [Your Area Home](#) > [User Registration Template](#) > Extranet User Registration Form**All Fields marked with ● are required**

The name entered will be your login name.

First Name: ●

Middle Initial: ●

Leave blank if you don't want to type it when logging in

Last Name: ●

Company/Agency: ●

E-mail address: ●

**Note:** Users on the EPA.GOV maildomain should [click here to go to the form for EPA users](#).Your web password will expire in 90 days. [Click here to see password format requirements](#)Choose your web  
Password: ●

Suggested value - feel free to change it. If you have previously registered for other applications on the EPA site, please use the same password.

Confirm Password: ●

Phone Number: ●



If you have problems with the registration process, please contact the user manager(s) for this database at [lee.won@epa.gov](mailto:lee.won@epa.gov) or [gonder.sharon@epa.gov](mailto:gonder.sharon@epa.gov).

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Last updated on 05/11/2010 10:36:22 AM

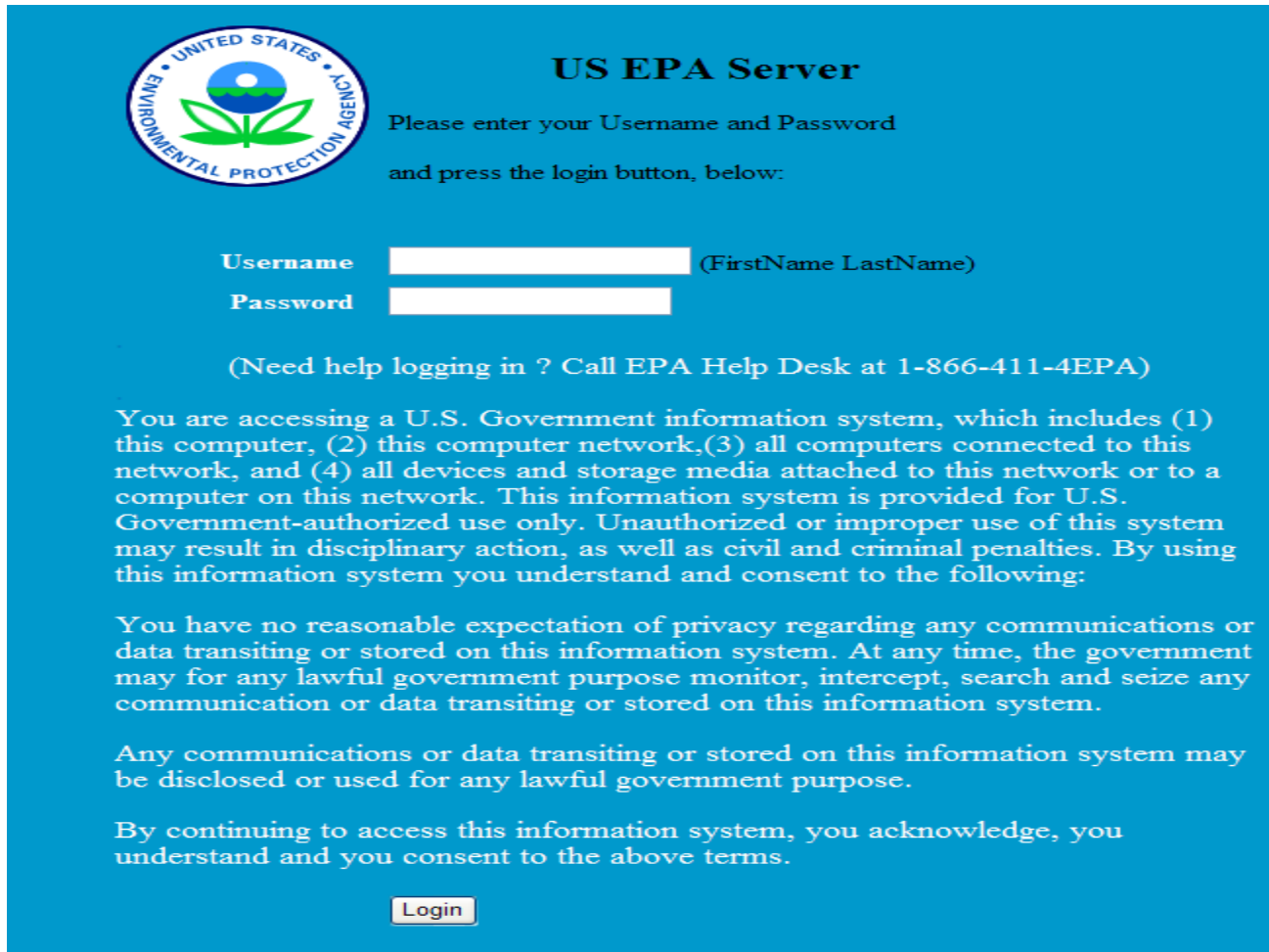
URL: <https://yosemite.epa.gov/oeca/oc/icistrackerreg.nsf/365d9d9514039ff0852569290005aac8?OpenForm>






# Accessing ICIS Issue Tracker

- <https://yosemite.epa.gov/oeca/oc/icistracker.nsf>



The image shows a screenshot of the US EPA Server login page. It has a blue background. At the top left is the EPA logo. To its right, the text "US EPA Server" is displayed. Below this, a prompt asks the user to enter their Username and Password and press the login button. There are two input fields: one for Username with a hint "(FirstName LastName)" and one for Password. Below the input fields, there is a link for help: "(Need help logging in ? Call EPA Help Desk at 1-866-411-4EPA)". A large block of text follows, stating that the user is accessing a U.S. Government information system and that unauthorized use may result in disciplinary action. Another paragraph states that the user has no reasonable expectation of privacy. A final paragraph states that by continuing to access the system, the user acknowledges and consents to the above terms. At the bottom center is a "Login" button.

 **US EPA Server**

Please enter your Username and Password  
and press the login button, below:

Username  (FirstName LastName)

Password

(Need help logging in ? Call EPA Help Desk at 1-866-411-4EPA)

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system you understand and consent to the following:

You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.

Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

By continuing to access this information system, you acknowledge, you understand and you consent to the above terms.




## Accessing ICIS Issue Tracker - cont'd

- You may be asked to install additional plug-ins or add-ons. Please say Yes or Install.





# Accessing ICIS Issue Tracker – cont'd



**ICIS IssueTracker**

- MAIN VIEWS
  - Open Tickets
  - Referred to O&M
  - Referred to SME
  - Referred to Contractor
  - Governance Tickets
  - Deferred Tickets
  - Closed Tickets
  - All Tickets
- ADDITIONAL VIEWS
- MAIN REPORTS
- REPORTS - BY YEAR
- REPORTS - LAST 30 DAYS
- ICIS Documents
- ICIS Need To Know
- ICIS Resources

Refreshed at 06:49:51 AM  
[LOGOUT](#)

<div> <a href="#">New Ticket</a> <a href="#">Search</a> <a href="#">Help</a> </div>										
Open Tickets										
<div> <a href="#">Previous</a> <a href="#">Next</a> </div>										
Modified Date	Ticket #	System	Category	Status	Days Open	Assignee	Author	Source	Subject	
05/10/2010	1005101358	NPDES	Password Reset	Open	3	[ICISUserSupport]	W. Lee		<a href="#">Password Reset for</a>	
05/11/2010	1005101358					[ICISUserSupport]	W. Lee			
05/06/2010	1003231002	NPDES	Permits	Open	51	C. Bius S. Rubin	R. Golder	Diane Davis	<a href="#">Permit Coding</a>	
04/28/2010	1004280917	NPDES	Questions	Open	15	[ICISUserSupport]	H. Shear	Holly Shear	<a href="#">trackercomments</a>	
04/28/2010	1004280939	NPDES	Questions	Open	15		H. Shear	Holly	<a href="#">Where do I go after hitting save</a>	
04/26/2010	1004261019	NPDES	Password Reset	Open	17	[ICISUserSupport]	T. Testin		<a href="#">Password Reset for</a>	
04/20/2010	1004201223	NPDES	Password Reset	Open	23	[ICISUserSupport]	W. Lee		<a href="#">Password Reset for</a>	
03/26/2010	1003261234	NetDMR	DMRs	Open	48	R. Durant	R. Durant	Danielle Clements	<a href="#">Notation Print Out on the QNCRs</a>	
03/23/2010	1003231441	NPDES	Questions	Open	51	M. Mundell S. Gonder	R. Golder	Jennifer Patch	<a href="#">Error code while entering address</a>	
03/15/2010	1003151129	NPDES	Change Requests	Open	59	C. Nugent	C. Nugent	Amy Clark	<a href="#">Need New SNC Code</a>	
03/11/2010	1003111719	NPDES	NPDES Permits	Open	63	S. Gonder	S. Gonder	Janie Petaja	<a href="#">request to have permits changed from individual to general</a>	
03/11/2010	1003111327	NPDES	QNCR/RNC/SNC	Open	63	C. Bius S. Rubin	R. Golder	Danielle Clements,	<a href="#">Missing biomonitoring that did not show up on the Selective QNCR--12/2009</a>	
03/09/2010	1003091626	FE&C	BusinessObjects	Open	65	C. Nugent	C. Nugent	Angela Baranco	<a href="#">2 Problems with Voluntary Disclosure Settlements Report</a>	
03/08/2010	1003021637	NPDES	Change Requests	Open	72	C. Nugent	C. Nugent	Helen Nguyen	<a href="#">Change Request - New Frequency of Analysis Value</a>	
02/26/2010	1002261314	NPDES	DMRs	Open	76	C. Bius M. Mundell	R. Golder	Tim Flor	<a href="#">DMR Unscheduled limit set</a>	
02/26/2010	1002260802	FE&C	Enforcement Actions	Open	76	C. Nugent	C. Nugent	Larry Pastori	<a href="#">Informal Enf. Action Closed But Status is "Active"</a>	
02/17/2010	1002171415	NPDES	NPDES Permits	Open	85	C. Nugent	C. Nugent	Lori Mitzel	<a href="#">Eliminate Duplicate Tracking Events - PA0012823</a>	
02/02/2010	912021103	FE&C	Program Reports	Open	162	C. Nugent	C. Nugent	Jerry Lappan	<a href="#">Add Option to Include Oracle SQL on ICIS Reports</a>	
01/27/2010	1001270903	NPDES	Change Requests	Open	106	C. Nugent	C. Nugent	Suzette Flecha	<a href="#">Parameter Request</a>	
12/23/2009	912231558	NPDES	BusinessObjects	Open	141	C. Nugent	C. Nugent	Helen Nguyen	<a href="#">Request for PCS-Type Reports in ICIS</a>	
12/23/2009	912231413	NPDES	BusinessObjects	Open	141	C. Nugent	C. Nugent	Cathy Bius	<a href="#">Report Wanted</a>	
12/10/2009	912101720	NPDES	Program Reports	Open	154	J. Johnson	J. Johnson	Karen Seet	<a href="#">Suggestions for new standard reports</a>	
12/02/2009	0120021318	NPDES	Reference Table	Open	155	C. Nugent	C. Nugent	Suzette	<a href="#">Remnants for New Parameters</a>	



# Creating A New Ticket

- New tickets are created to initially report a technical issue to the ICIS Customer Support Section
- There is a 7 minute lag for tickets entered by EPA and when they can be viewed online
- Non-Customer Support users have limited rights
  - Can only Open/Close tickets
  - Can only edit own tickets
- Perform Search (see Slide 16) to see if issue has already been reported
- To open a new ticket, click on the New Ticket button



- Fields with an '\*' next to them are REQUIRED
- Be sure to choose 'Website' as the Source Type



## Creating A New Ticket – cont'd

Save

Cancel

Help

**Ticket #:** 1005120722

**Created By:**  
Testfn Testln

**Date Created:**  
Wed 05/12/2010 07:22 AM

**Date Last Modified:**  
Wed 05/12/2010 07:22 AM

**Subject\*:**

**System\*:**  
☒ NPDES  
☐ FE&C  
☐ NetDMR  
☐ Other

**Source Type:**  
☐ Email  
☐ Phone Call  
☒ Website  
☐ Walk-In  
☐ Not Applicable

**Source Name:**

**Source Email\*:**

**Browser Version/Other System Information:**

**URL where issue occurred (optional):**

**Attachments (optional):**

**NOTE:** \* denotes a required field.

**Category\*:**

**Source Region/State:**  
Headquarters

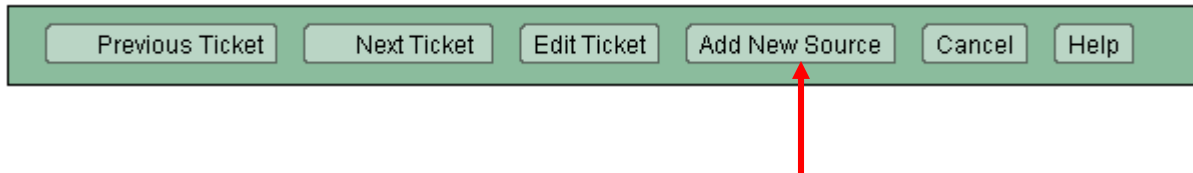
**Source Phone\*:**

**Description of the issue, print screens, error messages, etc.:**



## Creating A New Ticket – cont'd

- If the issue being reported has already been reported by someone else, use the Add New Source button

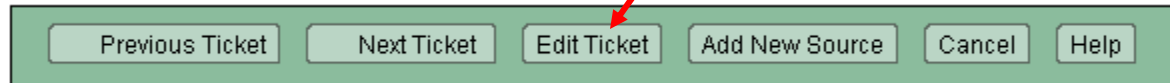


- This adds a secondary ticket to an already existing ticket and allows the Customer Support Section to see that the issue is widespread and effects multiple users.
- The main ticket and all sub-tickets share a common Status. When the main ticket is closed, all sub-tickets will be closed as well.



# Ticket Monitoring

- To update a ticket already in ICIS Issue Tracker:
  - Search for and find the ticket to be modified
  - Open the ticket by clicking on the Subject hyperlink
  - Click on the Edit Ticket button

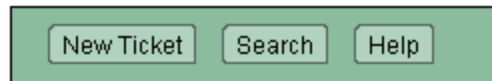


- Edit all applicable data fields
- Click on the Save button
- REMEMBER – Can only edit your own tickets!



## Ticket Monitoring– cont'd

- To search for a specific ticket, click on the Search button



- Enter Search criteria, click on Search



**search this view**

Search for

Options Sort results by  ▼

Return a maximum of  ▼ results

☐ Use word variants ("cat" will also find "cats")

☐ Fuzzy search





## Ticket Monitoring– cont'd

- To search for a specific ticket based on a specific field (i.e. Ticket Number or Subject), you can click the Search Button, and in the "Search for" field, type "[fieldname]=" followed by the value you are looking for. For example, "[TicketNumber]=1003111327".



### search this view

Search for

Options Sort results by

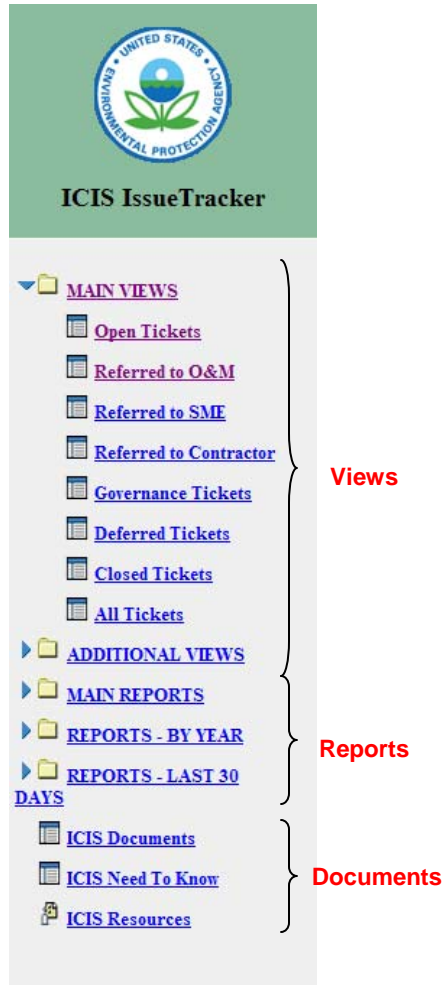
Return a maximum of  results

☐ Use word variants ("cat" will also find "cats")

☐ Fuzzy search



## Ticket Monitoring– cont'd



- **Views**

- Click on the Folder or Category to see available views

- **Reports**

- Click on the Folder or Category to see available reports

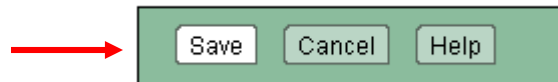
- **Documents**

- Click on the Category to see available documents
- Downloadable



# Issue Resolution

- Once an issue has been resolved to the satisfaction of the submitter, the ticket is closed.
- To close a ticket in ICIS Issue Tracker, follow these steps:
  1. Find and open the ticket to be closed
  2. Change the Status to Closed
    - Although all Status Descriptions will be visible, only Open and Closed are available for selection
  3. Update the Comments field with any updates stating why the ticket is being closed
  4. Click the Save button





## Issue Resolution – cont'd

Save Cancel Help

**Ticket #:** 1004291334

**Created By:**  
Testfn TestIn

**Date Created:**  
Thu 04/29/2010 01:35 PM

**Date Last Modified:**  
Thu 04/29/2010 03:26 PM

☐ Governance  
☐ Active Governance  
☐ Inactive Governance  
**Governance Rank:**

**Subject\*:** test

**System\*:**  
☐ NPDES  
☐ FE&C  
☐ NetDMR  
☐ Other

**Category\*:**  
BusinessObjects

**Assigned To:**  
[ICISUserSupport]  
[BoozAllen]  
Alison Kittle/DC/USEPA/US  
Anthony Galati/DC/USEPA/US

**Source Type:**  
☒ Email  
☐ Phone Call  
☐ Website  
☐ Walk-In  
☐ Not Applicable

**Source Name:**

**Source Email\*:**

**Source Region/State:**  
Headquarters

**Source Phone\*:**

**Status:**  
☒ Open  
☐ Referred to Contractor  
☐ Referred to SME  
☐ Referred to O&M  
☐ Governance  
☐ Deferred  
☐ Closed  
☐ Expired

**Browser Version/Other System Information:**

**URL where issue occurred (optional):**

**Attachments (optional):**  Browse...

**NOTE: \* denotes a required field.**



- For further assistance please contact:

ICIS Customer Support Section

(202) 564-7756

[icis@epa.gov](mailto:icis@epa.gov)